

Job Description

For Administrative Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Family Hub Receptionist	JEID	AD001
Salary Grade:	Grade E		
Team:	Best Start and Integrated Services		
Service Area:	Children and Families		
Primary Location:	Hatters Space Family Hub		
Political Restriction	This position is not politically restricted.		
Responsible to:	Best Start Service Manager		
Responsible for:	Delivery of the Family Hub reception, registering and navigating families to the appropriate services and support. Data inputting, administration and supporting hub operations.		

Role Purpose

To provide a warm welcome to children, families and partner organisations visiting the Family Hub registering individuals, completing administrative and data inputting tasks and navigating people to the appropriate services and support.

Role Responsibilities

- Provide a warm welcome to children, families and partner organisations visiting the Family Hub.
- Register individuals and monitor attendance at sessions.
- General health and safety requirements with oversight of senior managers.
- Complete Family Hub administration and data inputting tasks.
- Navigate visitors to the Family Hub to appropriate services and support or wider Community Centre services.
- Ensure sessions and services are advertised in the Family Hub, over appropriate platforms and materials as appropriate.
- Monitor and respond to Family Hub email inboxes liaising with appropriate colleagues and services as required.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Administrator – Level 1
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Main Tasks

- To operate routine administrative systems and procedures within the team that specifically supports the operation of the service area.
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required.
- To receive, sort and distribute incoming/outgoing mail.
- To provide a frontline customer response service and resolve basic queries.
- To send out routine communications, issue reminders and chase responses.
- To undertake a range of routine tasks specific to the service area, prioritising them as directed and working within approved procedures.
- To undertake routine financial processes including checking stock level and raising orders/requisitions in accordance with approved procedures.
- To check and look after office equipment bringing any issues to the attention of the supervisor.
- To collate, record, store and retrieve data and information as required.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Good literacy and numeracy skills	A
To be able to analyse and interpret factual information to solve straightforward problems	A, I
To be able to communicate, in person and/or in writing, a variety of information to a range of people	A, I
To be able to use a keyboard with some precision and speed	T
The ability to work under pressure including meeting deadlines and dealing with interruptions	T
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	A, I

Experience of handling and processing manual or computerised information	A, I
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Desirable Criteria

Assessed By:

Experience of utilising systems, programmes and databases such as Synergy, Mosaic, Eventbrite	A
Experience of working with children, families and partner agencies	A, I
Knowledge of services and support available to Warwickshire residents	A, I
Knowledge of Best Start in Life	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors

☒ Significant use of computers (display screen equipment)	☒ Work with vulnerable children or vulnerable adults
☒ Undertaking repetitive tasks	☒ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☒ Face-to-face contact with members of the public
☐ Other (please specify):	